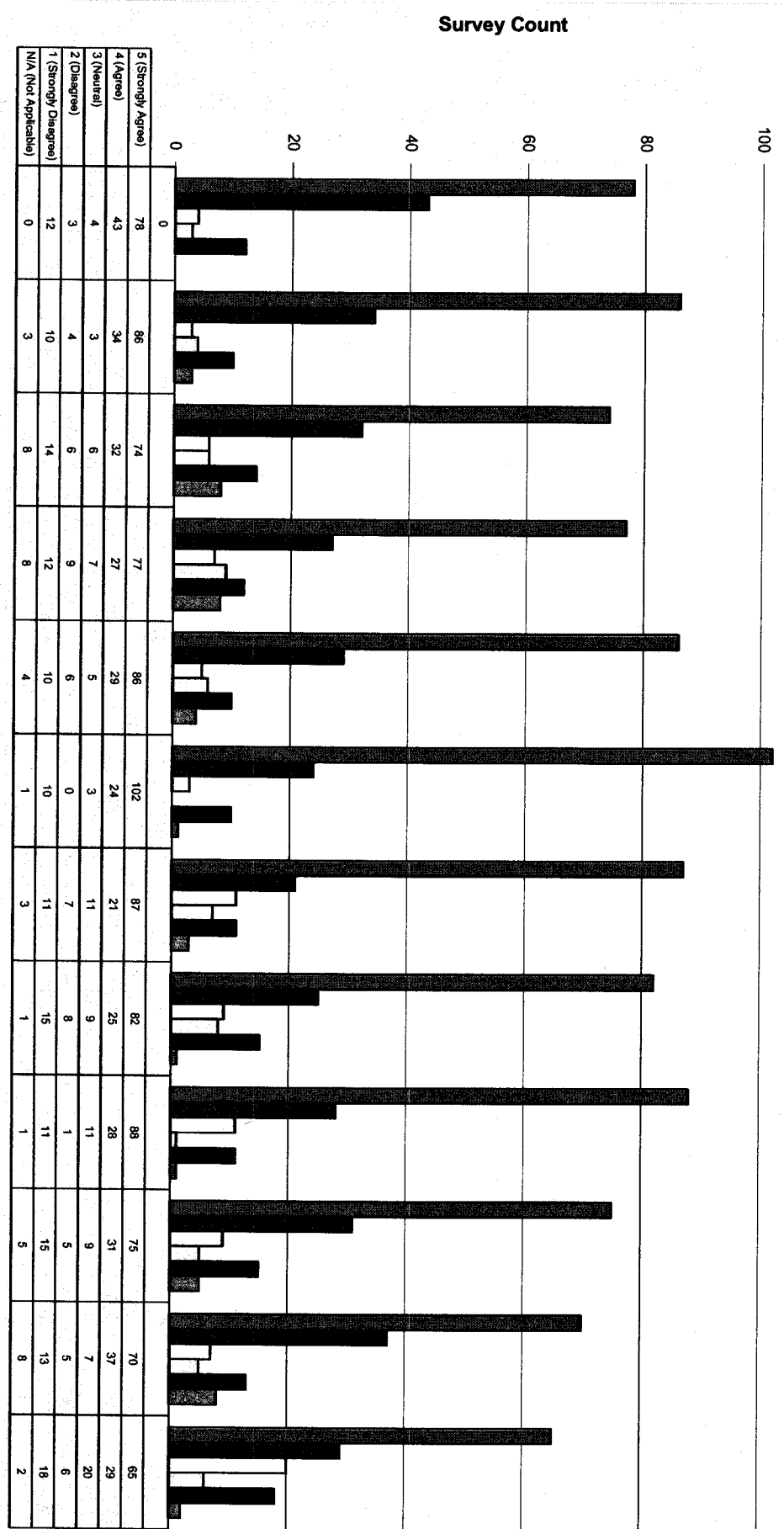


EXHIBIT 6
 DATE 1/18/11
 BY Revenue

Customer Service Satisfaction Survey (Calendar Year 2010)

■ 5 (Strongly Agree) ■ 4 (Agree) ■ 3 (Neutral) ■ 2 (Disagree) ■ 1 (Strongly Disagree) ■ N/A (Not Applicable)



Survey Questions

	Inform ed of info. needed prior to audit	Given sufficient time to gather info.	Auditor understood business and/or industry	Auditor gave helpful, accurate info. regarding tax laws, regulations and rules	Auditor listened to and considere d any concerns or questions	Auditor treated taxpayer with courtesy/r espect	Auditor gave clear, understandable answers to questions	Audit findings/adjustmen ts were satisfactorily explained at audit's conclusion	Audit was completed within reasonable period of time	After receiving final audit report, was it clear, understanda ble and easy to follow?	I understood my appeal rights at the conclusion of the audit	As a result of this audit experience, I have a more positive perception of the auditing unit at the Department of Revenue.
5 (Strongly Agree)	78	86	74	77	86	102	87	82	88	75	70	65
4 (Agree)	43	34	32	27	29	24	21	25	28	31	37	29
3 (Neutral)	4	3	6	7	5	3	11	9	11	9	7	20
2 (Disagree)	3	4	6	9	6	0	7	8	1	5	5	6
1 (Strongly Disagree)	12	10	14	12	10	10	11	15	11	15	13	18
N/A (Not Applicable)	0	3	8	8	4	1	3	1	1	5	8	2

Total